

DAU Identity Management (SSO)

CAC Troubleshooting Guide

There are a number of factors that may lead to smart card (CAC) login difficulties when attempting to access DAU's [Identity Management](#) single sign-on (SSO) system. SSO is utilized to complete the authentication process for such applications as the Virtual Campus, DAU Blackboard, the Acquisition Community Connection (ACC), and the Defense Acquisition Portal (DAP). Included below is a series of troubleshooting tips that address common configuration issues. Before you begin, please take a moment to verify your version of Microsoft Internet Explorer:

- Open Internet Explorer by clicking the **Start** button, and then select "**Internet Explorer.**"
- Use the keyboard command: **ALT + H** for the "Help" menu to appear.
- From the "Help" menu, please click on "**About Internet Explorer.**"
- Make a note of the **Version** number indicated, then choose the "**OK**" button.

It is important to note that if the "smart card" login method sends you in a **login loop**, redirecting you to the login page in each attempt, it is likely that you have not changed your initial/temporary SSO password. Please login with your assigned SSO username and change your password to overcome this issue. If you do not have record of your original credentials, please send an email to DAUhelp@dau.mil.

1. COMPATIBILITY ISSUES

If you are using Microsoft Internet Explorer version 8 or higher, you may need to enable your browser's "Compatibility View" setting to overcome display and login-related issues.

Those using Internet Explorer versions 6 or 7 may skip to the second troubleshooting tip entitled, "Browser Connectivity Issues."

Step 1: Within Internet Explorer, click on the "Tools" menu (*or hold down **ALT + T** on your keyboard*).

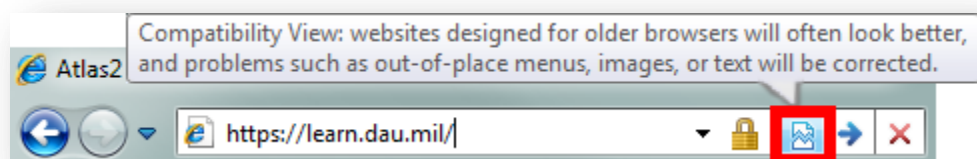
Step 2: Select "Compatibility View Settings".

Step 3: Add "**dau.mil**" to the list of sites to enable Compatibility View.

Step 4: Click on "Close".

Step 5: After enabling this feature, please restart Internet Explorer and test your login capabilities.

If you were unable to locate "Compatibility View Settings" from the Tools menu, you may notice an icon that resembles a torn piece of paper to the right of your address bar. If so, please click on this icon.



If you continue to experience difficulty please proceed with the next troubleshooting tip outlined on page 2 of these instructions.

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2. BROWSER CONNECTIVITY ISSUES

IMPORTANT: The following instructions are targeted to **home users** and **system administrators** only.

If you are using a work-issued computer, your organization's IT policy may prohibit its users from making the recommended configuration changes outlined below. As such, it is important that you confer with your local system administrator and ask for their assistance in completing the steps that follow. This will ensure that any policies/procedures adopted by your organization are carried out and/or documented appropriately.

Step 1: Clear Cache (Temporary Files)

- Within Internet Explorer, click on the "Tools" menu (**ALT + T**).
- Select "Internet Options".
- Under the heading for Browsing History, click on the "Delete" button.
- For those using Internet Explorer version 8 or higher, please uncheck the option for "Preserve favorite website data."
- Please be sure to delete the "Temporary Internet Files" and "Cookies;" the other options from this dialog box are not required.

Step 2: Browser Security Settings

- While still within the "Internet Options" dialog box, click on the "Security" tab, at the top of the page.
- Highlight the "Trusted Sites" icon, and then select the "Sites" button, below and to the right.
- In the field labeled, "Add this website to the zone," please enter: ***.dau.mil**
- Click on the "Add" button, then "Close" the Trusted Sites dialog box.
- From the top of Internet Options, select the "Advanced" tab.
- Scroll down to the Security category
- Ensure that **SSL 3.0** and **TLS 1.0** are the ONLY two protocols that are checked; SSL 2.0 should be disabled.
- Select "Apply," if applicable, and then "OK" to close out of the Internet Options dialog box.

After performing the steps above, please restart Internet Explorer and test your login capabilities. If you continue to experience difficulty please proceed with the next troubleshooting tip on page 3.

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3. PKI CERTIFICATE CHAINING ISSUES

If the previous steps did not resolve your login issue, it's possible that your computer has outdated certificates associated with Internet Explorer. This may result in authentication failures for certain DoD and DoD-partner websites. Please complete the three steps outlined below to ensure your system is properly configured.

Step 1: *This step only applies to work-issued computers. Home users may skip to step two.*

System administrators should ensure that "Turn off Automatic Root Certificates" is enabled on all DoD systems (through GPO, when possible) to prevent Internet Explorer from creating "preferred path" certificates to the local computer trusted store.

Step 2: Run the [FBCA Cross-Certificate Removal Tool](#) on the affected machine. This tool should be run twice on work-issued computers; once from an administrator role and once from the affected user's profile. Home users will only need to run the tool once. For more information on how to use this tool, you may download the [FBCA Cross-Certificate User Guide](#).

Step 3: Ensure you have the latest DoD root-level certificates by running [InstallRoot](#). You may print step-by-step installation instructions by accessing: <http://www.dau.mil/faq/Pages/dodcerts.aspx>

Step 4: Open Internet Explorer, access the "Tools" menu (**ALT + T**) and select "Internet Options." Choose the "Content" tab at the top, and then click on the "Clear SSL State" button.

Step 5: Restart Internet Explorer and test your login capabilities.